



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

TDS Metrocom, LLC
for Filing Period 1/1/2009 to 3/31/2009
Tracking Number 2702

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	7.10	9.40	10.40 *	8.97
B. Operator Answer Time - Information Section 730.510(a)(1)	7.10	9.40	10.40 *	8.97
C. Repair Office Answer Time Section 730.510(b)(1)	61.00 *	96.00 *	122.00 *	93.00 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	147.00 *	58.00	41.00	82.00 *
E. Percent of Service Installations Section 730.540(a)	96.00 %	97.00 %	97.00 %	97.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	79.00% *	81.00% *	79.00% *	80.00% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.72	1.13	1.72	1.52
H. Percent Repeat Trouble Reports Section 730.545(c)	11.00 %	10.50 %	10.30 %	10.60 %
I. Percent of Installation Trouble Reports Section 730.545(f)	2.23 %	1.26 %	1.66 %	1.72 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$1,630.35	\$735.42	\$1,460.76	\$3,826.53
B. Number of credits issued for repairs - 24-48 hours	14	27	28	69
C. Number of credits issued for repairs - 48-72 hours	6	4	15	25
D. Number of credits issued for repairs - 72-96 hours	9	1	3	13
E. Number of credits issued for repairs - 96-120 hours	2	0	0	2
F. Number of credits issued for repairs > 120 hours	3	6	4	13
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	7	2	1	10
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0